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Docket No.: 67389-034

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Re Application of	:	Customer Number: 20277
	:	
Bridget Mary PANTALEO, et al.	:	Confirmation Number: 4686
	:	
Serial No.: 10/725,205	:	Group Art Unit: 3623
	:	
Filed: December 02, 2003	:	Examiner: M. C. Heck
	:	
For: CAPACITY PLANNING METHOD AND SYSTEM	:	

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is being filed more than three months after the U.S. filing date AND after the mailing date of the first Office Action on the merits, but before the mailing date of a Final Rejection or Notice of Allowance.

10/725,205



CERTIFICATION PARAGRAPH

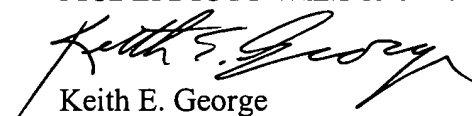
The undersigned certifies that each item of information contained in this Information Disclosure Statement was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement as described in 37 CFR 1.97(e)(1).

Each non-English language reference was cited in a corresponding foreign application search report or office action and its relevance discussed therein. A copy of the foreign search report or office action, together with an English language version thereof, is attached for the Examiner's information.

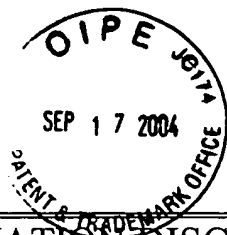
Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account 500417 and please credit any excess fees to such deposit account.

Respectfully submitted,

MCDERMOTT WILL & EMERY LLP

  
Keith E. George  
Registration No. 34,111

600 13<sup>th</sup> Street, N.W.  
Washington, DC 20005-3096  
202.756.8000 KEG:gav  
Facsimile: 202.756.8087  
**Date: September 17, 2004**



SHEET 1 OF 1

INFORMATION DISCLOSURE  
CITATION IN AN  
APPLICATION

(PTO-1449)

ATTY. DOCKET NO.  
67389-034SERIAL NO.  
10/725,205APPLICANT  
Bridget Mary PANTALEO, et al.FILING DATE  
December 02, 2003GROUP  
3623

## U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	CITE NO.	Document Number Number-Kind Codez (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US 5,291,394	03/01/1994	Chapman	
		US 5,784,425	07/21/1998	Carney	
		US 6,459,946 B1	10/01/2002	Villanova	
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## FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	CITE NO.	Foreign Patent Document Country Codes -Number -Kind Codes (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Where Relevant Figures Appear	Translation	
						Yes	No

## OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER'S INITIALS	CITE NO.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
		DAVIS, Scott, R. " How CTI is changing workforce management: What are the possibilities for your call center." Telemarketing and Call Center Solutions, Norwalk, February 1996, Volume 14, Issue 8, pp74-75	
		REYNOLDS, Penny. " Automating For Better Workforce Management." Call Center Solutions, March 1999, Volume 17, Issue 9 pp. 74,76,77, 78 & 80	
		RANDHAWA, Sabah, U., et al. " A microcomputer-based Data Management and Capacity-planning System." International Journal of Operations and Production Management, 1990, Volume 10, Issue 5, pp. 52-61.	

EXAMINER

DATE CONSIDERED

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached.